

## Noble® QA

# Improve Your Contact Center Performance & Interaction Quality

With all of the data available to you regarding agent and program performance, you have virtually unlimited information on how things are going and where you can improve. Noble QA pulls it all together to help you identify opportunities for improvement and optimization.



**Improve the quality of your contact center programs with Noble® QA features. Our combination of recording and reporting tools with voice recordings, video and screen captures, and scoring features help you manage your quality assurance activities for verification, training, and quality control. Live monitoring of agents and phone line is also available. With Noble QA, you can see the agent screen, verify data completeness, evaluate agent workflows, and ensure that scripts and best practices are being followed.**

### Improve Workflows with Noble Screen Capture

Noble Screen Capture improves workflows by giving agents and managers a replay of agent actions, allowing them to see exactly how agents are using screens and call tools, including full keystrokes and mouse movements. Users can then identify and eradicate weaknesses in the desktop configuration and script design, so workflows improve.

### Enjoy Voice Recordings and Effortless Reporting

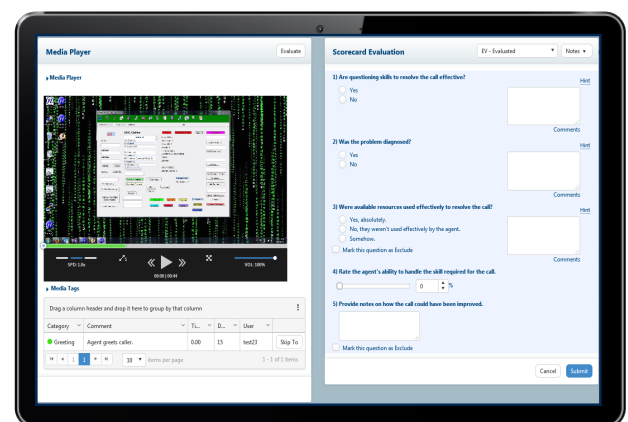
With Noble you can enable the automatically record agent recording of digital voice and screens, captures or allow agents to selectively record a portion of the call. Quality Assurance agents can then review the audio and videodata, as well as listen to the call recording in order to verify, monitor and score the agent's performance.

### Manage Agent Training and Compliance

Routine performance monitoring is invaluable in identifying additional training opportunities. That's why Noble provides performance reports that can be sent automatically to managers on an ongoing basis, as well as compliance and training tools that help ensure that agents consistently adhere to scripts and best practices.

### Customize Your Solution and Score Agent Activities

Once you know the type and frequency of reporting you prefer, Noble can be customized to fit your QA needs. And to make things even easier, managers can create custom QA scorecards to consistently grade performance. Custom scorecards guide managers through important rating criteria and results are calculated and recorded in the database.



# FEATURES

- ✓ Flexible QA Application Setup: Automatically or manually record all sessions or portions of sessions by application, including voice and non-voice interactions
- ✓ Capture Audio & Video: voice, data, and screen with multisession/multiscreen capture
- ✓ QA Scorecards: assign scoring criteria by application to grade agent performance
- ✓ Agent QA Results Reporting: QA scorecards and results by agent, question, evaluation date, evaluator, and year-to-date averages, with automated notifications to managers and agents
- ✓ Workflow Management: review agent desktop navigation, including keystrokes & mouse movements, to improve workflow efficiency
- ✓ Optional Voice/Video Archival Server: expanded storage for screen transactions

“ The ability to record and playback view the agent’s screen with the audio are very useful. We get a record of the call or session, and Supervisors can see exactly what the agent is doing, which helps improve workflow. The Scorecards have helped significantly, allowing us to identify coaching and training needs more effectively. It has really helped us step up our game.

Noble QA features require the Noble Recorder digital recording option. QA & Screen Capture are purchased separately. Some features and reports require Noble Harmony.

S.	File	Date	Agent Name	Co	Af	Ph	Ca	C.	FIL.	Ty.	Re.	Dr
5609		6/3/2016 14.	Gillian Gilbert	1	404	8511331	B	20	JON	Audio/VL	170019	
5608		6/3/2016 14.	Gillian Gilbert	1	404	8511331	B	21	JON	Audio/VL	170018	
5607		6/3/2016 14.	Gillian Gilbert	1	404	8511331	B	19	JON	Audio/VL	170017	
5606		6/3/2016 14.	Gillian Gilbert	1	404	8511331	B	20	JON	Audio/VL	170016	
5605		6/3/2016 11.	TestDate2	1	404	8511332	S1	6	JON	Audio O...	170010	
5604		6/3/2016 11.	TestDate2	1	404	8511331	S	38	JON	Audio O...	170009	
5603		6/3/2016 09.	Gillian Gilbert	1	404	8511331	B	50	JON	Audio/VL	170008	
5602		6/2/2016 15.	Noble MGR	1	912	2712339	A	18	JON	Audio/VL	170005	
5601		6/2/2016 14.	Gillian Gilbert	1	404	8511331	B	135	JON	Audio/VL	169989	
5600		6/2/2016 14.	Gillian Gilbert	1	678	4910130	B	3	JON	Audio/VL	169987	
5599		6/2/2016 14.	Gillian Gilbert	1	310	7737944	03	3	1	Audio O...	169986	
5598		6/2/2016 13.	Peter Hook	1	912	2712339	A	10	JON	Audio/VL	169982	
5597		6/2/2016 13.	Peter Hook	1	423	9493079	A	6	1	Audio O...	169980	
5596		6/2/2016 13.	Peter Hook	1	912	2712339	A	12	JON	Audio/VL	169976	
5595		6/1/2016 18.	Peter Hook	1	912	2712339	A	147	JON	Audio/VL	169972	
5594		6/1/2016 16.	Peter Hook	1	912	2712339	A	187	JON	Audio/VL	169970	

**TRUST THE EXPERTS**  
 TOOLS TO MANAGE AND IMPROVE PERFORMANCE. Recording and reporting with scorecards and analysis tools help you manage your QA activities for verification, training and quality control. Let us show you how it works.

The World’s Smartest Contact Center Software Company

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